

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Interstate Brands

Washington Manufacturing Services

Interstate Brands Implements Workforce Development And Cultural Awareness Training

Client Profile:

Interstate Brands, a national company, produces high-quality bakery goods for customers throughout the United States. Interstate Brands employs 380 people at its plants in Lakewood and Seattle, Washington.

Situation:

Interstate Brands has an ethnically diverse workforce. In an effort to improve communications and productivity, the company decided to develop a unified culture at Interstate Brands. The company contacted Washington Manufacturing Services (WMS), a NIST MEP network affiliate, for assistance.

Solution:

WMS selected a partner--Michele Alston--to provide customized Workforce Development (Cultural Awareness) Training for all employees at Interstate Brands' Lakewood and Seattle plants. Ms. Alston developed the curriculum and conducted the training. The company's employees responded well, and it has seen improvements in productivity as a result.

Results:

Increased employee productivity by 3 percent (\$45,000 per year).
Reduced employee turnover training costs by \$18,000 per year.
Improved employee morale.

Testimonial:

"Washington Manufacturing Services, on behalf of Interstate Brands, brought in Michele Alston to provide workforce development (cultural awareness) training for Interstate Brands' supervisors and leads. As a result of this training, we increased employee productivity by 3 percent (valued at \$45,000 per year), and experienced an employee turnover training cost savings of \$18,000 per year."

Fred Schuneman, Human Resources Manager